Patients' Rights

Medical and Dental Care. Patients will be offered quality care consistent with available resources and accepted standards of practice. The patient can refuse treatment, as allowed by law and regulation, but should be advised of the results of that refusal.

Respectful Treatment. Patients should be treated with consideration, respect and a recognition of their dignity.

Privacy and Confidentiality. Within law and regulations, patients should be offered privacy and confidentiality concerning their health care.

Identity. Patients should know the identity, professional status and credentials of health care personnel who treat them.

Explanation of Care. Patients, or their appropriate family member, should have their diagnosis, treatment, procedures and prognosis explained to them in terms they can understand

Informed consent. Patients, should be given, in lay terms, information on likely complications, risk benefits and alternative treatments, so they can make a knowledgeable decision on their options.

Safe Environment. Patients should be cared for in an environment that meets appropriate safety codes and is reasonably managed.

Clinic Rules and Regulations. Patients should be advised of the Clinic's policies concerning patient or visitor conduct. These policies will be impartially enforced.

Patient Concerns. Patients should be informed on how to express their concerns and on how their concerns will be reviewed and resolved. All concerns should be given to the Patient Advocate or the section supervisor.

Timeliness of Care. Patients should have the most timely access to treatment that resources and circumstances will allow.

Child & Adolescent Patient Rights

The right to all rights afforded other patients seen at 95MDG.

The right to refuse to be held or otherwise interact with strangers or visitors not directly caring for him/her.

The right to a little coaxing to take unpleasant medication or treatment.

The right to a favorite teddy bear, blanket, pacifier, etc., with him/her as long as these items do not interfere with treatment.

The right to have mother, father, or guardian to conduct discussions or consultations concerning his/her case discreetly and individuals not directly involved in his/her care will not be present without his/her permission.

The right to expect his/her mother, father, or guardian to conduct discussions or consultations concerning his/her case discreetly and individuals not directly involved in his/her care will not be present without his/her permission.

The right to have mother, father, or guardian to participate in the consideration of ethical issues in the provision of his/her care.

The right to have his/her medical record read only by the individuals involved in his or her treatment or in the monitoring of its quality. Other individuals can only read his/her medical records on mother's, father's, or guardian's written consent or that of their legally authorized representative(s).

The right to expect all communications and records pertaining to his/her care to be treated as confidential.

The right to be placed in protective privacy when considered necessary for personal safety.

The right to reasonable safety insofar as the clinic practices and the environment is concerned.

Patients' Responsibilities

Providing Information. Patients should, to the best of their ability, give accurate information on their symptoms, medical or dental history, medications, and other matters about their health. They should let their health care practitioner know if they understand the treatment.

Respect and Consideration. Patients should be considerate of other patients and clinic personnel. They, and their visitors, must comply with noise, smoking, conduct and congestion policies.

Compliance with Care. Patients should comply with medical and dental treatment plans, including follow-up care. They should keep appointments or notify the Clinic when they cannot be met.

Medical and Dental Records. All records that document care, which is given or paid for by the Federal government, are property of the US Government. Patients who require records to hand carry to other facilities, should request a copy of their record from the Clinic staff.

Reporting of Concerns. Patients can help the Clinic provide the best possible care by offering their suggestions, questions or concerns to the Patient Advocate.

Clinic Rules and Regulations. Patients must follow general Clinic Facility rules and regulations affecting patient and visitor conduct.